



U.S. Small Business Administration New Hampshire District Office

FY 2004 Annual Report

Dear Friends,

Fiscal Year 2004 was a year of great accomplishments for the SBA nationally, as well as locally. Nationwide, the agency hit record loan volume providing nearly 90,000 guaranteed loans representing more than a 20% increase over the prior year. New Hampshire was right up there achieving new heights with a total loan volume of over 1,500 loans. Our lending partners continue to be a great advocate of the SBA loan programs and I extend my gratitude to them for helping us achieve another record year. Citizens Bank continues to be the #1 SBA lender and Granite State Economic Development Corporation continues to be the most active certified development company in the state. They both deserve special recognition for their accomplishments and we congratulate them.

Nationally, the SBA and its resource partners provided over 2.1 million entrepreneurs with business counseling and technical assistance. New Hampshire hit an all-time record with over 11,600 business owners receiving assistance. Another milestone of note this year was the 40th anniversary of one of our greatest resources, SCORE, Counselors to America's Small Business. SCORE is vital to the mission of the agency and provides outstanding counseling and training across the country. Our six New Hampshire Chapters provide small business owners and would-be entrepreneurs with valuable assistance and my hat goes off to all of our volunteers for a job well done! All of our resource partners deserve acknowledgment for their accomplishments. I would like to personally thank Mary Collins and the staff at the NH Small Business Development Center, Jim Helm and all of the SCORE volunteers, and Ellen Feinberg and the staff at the Women's Business Center. Together they provide statewide access to the SBA programs and services and give the NH small business community the hands on assistance necessary to start or expand their businesses.

With transformation in full swing, the staff has greatly increased their marketing efforts and participated in a wide variety of events. Some of these events included full day programs, business expos, lender training, and business roundtable discussions. We had two successful full-day events with the Department of Housing and Urban Development and Department of Labor where we met one on one with individuals and conducted breakout sessions on government contracting and SBA financing programs. We also participated in 504 loan training in conjunction with the NH Banker's Association and met individually with a dozen other lenders, training them on the 7(a) loan program. Another highlight event was a large "matchmaker" event held at Bretton Woods. We participated as an exhibitor with over 30 other federal agencies and prime contractors who met individually with attendees to discuss specific government contracting opportunities. These events have proven to be very beneficial to small businesses eager to enter the federal marketplace. NH companies participated in a total of four of these events throughout the fiscal year. A roundtable discussion on health savings accounts (HSAs) and Association Health Plans (AHPs) was held with Congressman Bradley's Office and the Department of Treasury. This proved to be a great exchange of ideas on the topic, with participation from a wide spectrum of small businesses and was informative to all

involved. Our annual "Salute to Small Business" luncheon was a great success with a total of eight award winners. Thanks to all of the nominators, nominees and attendees for taking the time to participate in this important event. Chamber of Commerce business expos continue to be a great outreach to the small business community and we continue to exhibit at these events.

Our office has always been well known for the dedication and hard work of its employees. They have always met the challenge and continue to do more with less. I appreciate their efforts and want to extend my thanks to each of them personally. Special recognition goes to Bob Sedgwick, Deborah Barrett-Smith, Bob Welch, Wit Jones, Donna Harper, Amy Bassett, Alice Zachos, Rachael Roderick, Lillian Evans, Warren Haggerty, Claire Rousseau, Terry Saucier, and Karlene Normandin for all of their accomplishments. Moving on with a smaller staff once again, we look forward to another banner year in FY 2005. The staff has settled in nicely at our new home in the J.C. Cleveland Federal Building. Please make note of our new phone numbers and address listed later in this report.

Thanks for the memories

The NH SBA office saw the departure of five dedicated professionals this year.



Rear l-r: Bob Sedgwick, Donna Harper; Front l-r: Terry Saucier, Karlene Normandin, Deb Barrett-Smith (not pictured)

Donna Harper, Public Information Officer, retired on April 3rd. Donna had over 32 years of government service time. Donna's retirement plans included traveling, volunteer work and spending time with her daughter, Kayti.

Robert Sedgwick, Deputy District Director, retired from the SBA on April 16th. Bob's retirement capped a 35-year career with the federal government. Bob plans on traveling extensively in retirement, before starting his next career.

Deborah Barrett-Smith, District Counsel, retired from the SBA on April 18th after having served as legal counsel for the NH SBA office for 13 years. Deb's retirement plans include traveling around the states with her husband Roy in their new motor home.

Terry Saucier, Economic Development Specialist, retired on September 30th. Terry was with the SBA for 16 years, after having worked for GSA for 11 years. Terry plans on retiring to Florida with her husband Bob, looking forward to leaving the harsh NH winters behind!

Karlene Normandin, Legal Technician, retired on September 30th. Karlene worked for the SBA for 25 years. Karlene plans to continue her world wide traveling adventures and hopes to increase her involvement with the NH Special Olympics during her retirement.

Good Luck and Best Wishes to all of the retirees, we will miss you all!

On a sad note, we lost one of our most respected leaders and dear friend, Jeff Butland. Jeff was the Regional Administrator for the SBA New England offices and will be sadly missed. On behalf of the New Hampshire staff, I dedicate this annual report to his memory.

NH is fortunate to be a small state where federal agencies work closely with the congressional and state offices to benefit the small business community. We continue to have a strong working relationship with Senators Gregg and Sununu and Congressmen Bass and Bradley and appreciated Governor Benson's participation at our luncheon. We thank them for their interest in SBA programs and services and value their support.

Please feel free to call on me or any member of my staff if we can be of assistance. Thank you for your support in FY 2004 and we look forward to working together with you in 2005.

Sincerely,



William K. Phillips
District Director

FY 2004 ACCOMPLISHMENTS

Lending in New Hampshire for Fiscal Year 2004 increased by over \$33,000,000 compared to last fiscal year.

FY 2004 was a record-setting year for the New Hampshire SBA: we approved 1,510 loans for over \$152 million to New Hampshire's small businesses, *more than in any previous year in history.*

Of the 1,510 loans approved, 1,315 were 7(a) loans, and 182 were 504 loans and 13 were micro loans. The 7(a) program – which includes “Low Doc” loans (less documentation required) and SBA Express – is the Agency's primary lending program. The 504 program provides growing businesses with long-term, fixed-rate financing for major fixed assets, such as land and buildings. The micro loan program provides small loans to businesses located in New Hampshire's northern three counties. Our office is proud of its record in the area of special emphasis lending programs with 149 loans approved to veterans and 297 to women entrepreneurs. We

also had 73 loans approved to minorities and 36 loans to businesses in exporting.

Again, our congratulations to:

- Citizens Bank for being the most active SBA lender in New Hampshire, accounting for 871 loans totaling more than \$32 million.
- Granite State Economic Development Corp. for being the most active Certified Development Corporation in New Hampshire accounting for 147 - 504 loans totaling over \$43 million

TOP 10 SBA LENDERS IN N.H. (7a/504 Loans)	
Citizens Bank – NH	871
GSEDC	147
Banknorth	112
Ocean National	75
Bank of America	48
Centrix Bank	38
Capital One	33
CRDC	27
Berlin City Bank	24
Passumpsic Saving	22

The “BIC” – a One-Stop Shop for Small Business

During FY 2004 the NH BICs serviced over 2,481 clients, hosted numerous workshops and training sessions on a variety of business topics, including a series of workshops devoted to Spanish-speaking individuals.

The NH BIC Network is comprised of BICs located in Nashua, Bethlehem, Conway, Gilford, Keene, Manchester and Portsmouth.

The Nashua BIC is the largest of the BICs, and is now home to the newly established Nashua SCORE Branch, providing free on-site counseling, five days per week by SCORE counselors.

SBDC also provides free counseling at the BIC and has increased their counseling presence at the BIC by 50%. They now are counseling at the BIC on every Tuesday and every other Thursday.

The most popular technical assistance program offered by the SBA during 2004 is the online Small Business Training Network E-Business Institute, which offers 80 free online courses, workshops and resources in a virtual campus setting designed to assist entrepreneurs and other students of enterprise.

In addition to the self help resources, free counseling and training, the BICs work with other Community Service Groups to service the economic business community with a special emphasis on serving the socially and economically disadvantaged.

NH Women's Business Center (WBC) ...serving women in southern New Hampshire, northern Massachusetts and southern Maine

Women's Business Centers represent a national network of 105 educational centers designed to assist women start and grow small businesses. WBC's operate with the mission to level the

playing field to entrepreneurs, who still face unique obstacles in the world of business.

In New Hampshire, the Women's Business Center helps business women achieve their dreams and improve their communities by helping them start and run successful businesses. The WBC provides a wide range of course offerings such as business management, financial management and special workshops to improve the skills of women entrepreneurs. The WBC's WomenBiz Roundtables offer *free* monthly networking and discussion groups for current and aspiring women business owners. The roundtables are held on the first Wednesday in Portsmouth, the third Wednesday in Manchester and the second Thursday in Concord.

By taking advantage of the WBC's commitment of promoting business ownership for the women of NH, in FY 2004 over 1,000 women received comprehensive training, mentoring and business assistance--ensuring that the tools women entrepreneurs need are obtainable.

This year the WBC hosted the second annual Celebration of NH Women Business Owners. The keynote speaker was Laura Monica, president and founder of High Point Communications Group, Inc. and also the recipient of the NH SBA's 2002 Small Business Person of the Year. At the celebration, the WBC introduced their long awaited directory of New Hampshire women-owned businesses as well as their new membership program. Highlighted too, was the WBC's signature "Flourish" pin created for the WBC by a New Hampshire jeweler. The \$45 price includes a tax deductible \$25 contribution that will help the WBC encourage more seeds to grow into women-owned businesses. For more details about the wonderful resources available at the WBC go online at their website www.womenbiz.org.

In the coming year, the WBC will be celebrating its 10th anniversary—we applaud your winning performance!

NH Small Business Development Center prepares to celebrate 20 years of service

2004 was a very busy and productive year for the NH SBDC. They are celebrating their 20th anniversary in 2004. In the past 20 years they have provided management counseling services to more than 18,000 businesses representing 66,000 jobs and trained more than 37,000 entrepreneurs. They have also established the "Circle of Friends Annual Fund." The fund was established to raise funds to directly support the programs and counseling that the NH SBDC provides.

The NH SBDC is the key link to business assistance in New Hampshire and to programs offered through the University System, the State of New Hampshire, the U.S. Small Business Administration and the private sector. The NH SBDC provides confidential, one-on-one business management counseling and low-cost training seminars to New Hampshire's small businesses. Services are delivered through six regional offices across the state

In FY 2004 the NH SBDC counseled and trained 3,696 clients. The six regional office are located in; Manchester, Rochester, Plymouth, Keene, Nashua and Littleton. The NH SBDC also provides specialized training and counseling in the areas of international trade, environmental compliance assistance and manufacturing management. They also are continuing to provide additional assistance to bolster and encourage NH's high-tech industry.

In April of 2004 Hollis McGuire joined the staff of the NH SBDC. Hollis is the regional manager in the Nashua office. Hollis

brings a wealth of valuable experience to the organization. She will be providing counseling and training to entrepreneurs in the greater Nashua area. In September of 2004 Gary Chabot, Keene regional manager, left the NH SBDC to return to the private sector. The SBA would like to welcome Hollis and wishes Gary well in his new endeavors.

The SBDC staff has developed several well received training courses. Some examples are "Business Start-up Basics", "Controlling Food Costs", "Quick Books", "Fast-track" and "International Trade Marketing". The NH SBDC continues to be fully accredited by the ASBDC. They also held a series of Legislative roundtables to gather their partners and clients with state senators and representatives to ensure that state government is aware of the tremendous impact of the SBDC's services. The roundtables were very well received and will be held again in FY 2005.

SBA would like to thank the NH SBDC for their invaluable service to NH's small business community.

SCORE Celebrates "40 Years of Volunteer Service"

For 40 years, SCORE, Counselors to America's Small Business, has provided entrepreneurs with free, confidential face-to-face and online business counseling. Each year, SCORE volunteers donate more than 1 million hours to operate SCORE chapter offices and serve entrepreneurs. Counseling and workshops are offered at 389 chapter offices nationwide with a network of nearly 11,000 retired and working volunteers. These experienced entrepreneurs provide business counseling and advice as a public service to all types of businesses and in all stages of development.

This year, NH SCORE announced the opening of two branches in addition to the six active chapters, a true indication of successful community outreach. A total of 174 counselors provided aspiring entrepreneurs and small business owners with practical real-world advice from SCORE locations in Manchester, Portsmouth, Keene, Concord, Conway, Lebanon, Nashua and Gilford. Call your local SCORE Chapter for more information, or check the website at www.score.org.

In FY 2004, New Hampshire SCORE counselors donated 12,474 hours of their time and expertise to help small businesses start, grow and compete in today's business climate. Many of these hours were spent counseling clients—there were 1,091 new clients, 795 repeat clients and 289 e-mail clients. SCORE volunteers dedicated 4,080 hours to counseling and another 6,328 hours in non-counseling chapter support activities. The SCORE chapters conducted 95 training seminars, attracting 1,420 attendees.

Of significant note, SCORE Counselor, Lawrence Jeffery, received national and local media attention when President Bush visited our state. The President praised Mr. Jeffery for his dedicated volunteer service of over 15 years as a SCORE counselor. This was part of President Bush's initiative to engage all Americans in volunteer service, emphasizing its positive impact on a community and a nation. Indeed, Mr. Jeffery and our other SCORE members are working hard to make a difference in our small business community.

Our heartfelt thanks and congratulations to all New Hampshire SCORE volunteers!

SBA and its resource partners are online at:

www.sba.gov www.nhsbdc.org

www.score.org www.womenbiz.org

Government Contracting in New Hampshire

The New Hampshire District Office met or exceeded all of its government contracting goals for FY 2004. Our partnership with the NH Procurement Technical Assistance Center (NH-PTAC) allowed us to bring a variety of training, matchmaker opportunities, and hands-on assistance to New Hampshire small businesses getting started or further developing their government contracting business.

Over 200 New Hampshire companies participated in four different matchmaker events with a total of 449 appointments with various federal agencies and prime contractors. Together, we developed and presented a series of workshops including "Introduction to Government Contracting", "Successful Proposal Preparation", "Legal and Accounting Matters in Government Contracting", and "Understanding Quality Standards". We also presented an overview of the SBA and NH PTAC government contracting programs and services at both a Department of Labor Conference for Small Business and a Housing and Urban Development Contracting Conference for Small Business.

Because of the great increase in women business ownership, special emphasis was given to ensure that women have access to the information and resources available for government contracting. In conjunction with our office and the Women's Business Center, the NH-PTAC conducted two workshops specifically designed for women.

Another target area for government contracting is our most northerly county, Coos County. This is the only county in New Hampshire designated as a HUBZone and is also the future site of a new federal prison. The Department of Employment Security (DES) offered to be a local resource for small businesses looking to become government contractors. SBA worked with the NH-PTAC to conduct training at the DES on both HUBZone certification and CCR/Pro-Net registration.

This year the New Hampshire District Office entered into a new partnership. We now have a representative from our office on the small business committee of the Northeast Council's Matchmaker High Performance Team. This group consists of representatives from prime contractors, federal agencies and PTACs from all over the northeast. They work together to bring matchmaker events to various locations throughout the region. Recently, they began to develop a one-day training program for small businesses on the various aspects of federal contracting and plan to offer this program the day before their matchmaker events over the next year.

Our special thanks and congratulations go to NH-PTAC Program Manager, Joe Flynn. Joe recently accepted a new position as PTAC Manager in Tennessee. We enjoyed working with Joe and wish him continued success. For 2005, we look forward to continuing to work with the staff at the NH-PTAC to assist NH's small businesses exploring the government contracting arena.

U.S Small Business Administration
J.C. Cleveland Federal Building
55 Pleasant Street – Suite 3101
Concord, NH 03301

Main Number (603) 225-1400

Amy Bassett (603) 225-1606
Lillian Evans (603) 225-1602
Warren Haggerty (603) 225-1405
Witmer Jones (603) 225-1408
Miguel Moralez (603) 225-1601

William Phillips (603) 225-1401
Rachael Roderick (603) 225-1603
Claire Rousseau (603) 225-1404
Robert Welch (603) 225-1406
Alice Zachos (603) 225-1607

2004 New Hampshire SBA Award Winners

On June 3rd, the NH SBA honored another outstanding group of small businessmen and women and their advocates when we held our annual "Salute to Small Business" luncheon.

N. Miles Cook, III, President of Rochester Motorsports, Inc. in Rochester, one of the largest multi-line motor sports dealers in the state, is SBA's **"2004 NH Small Business Person of the Year."** Cook started his business in 1999 with SBA financing via the SBA 504 loan program. The business now houses four leading manufacturers of motor sports equipment in one location. In four years sales have grown to over \$9,000,000. Cook has turned a passion for dirt bikes and ATV's into a thriving business, while maintaining a high level of excellence in performance and customer service.

The NH SBA had two New England Regional winners.

Fantasy Entertainment, of Hudson, an industry leader in the manufacturing and sales of self-service imaging kiosks, is the **"2004 NH Small Business Exporter of the Year"** and the **"2004 New England Regional Small Business Exporter of the Year."** Fantasy's leap into the world of exporting has been extremely successful. In four short years they have expanded into more than 29 different countries. Fantasy's future appears to be very bright as they are poised for continued growth in international markets. Two particularly bright spots; Fantasy installed a kiosk in the Taj Mahal and they were featured on an episode of ABC's "Extreme Makeover: Home Edition."

Nobis Engineering, Inc., located in Concord, a full-service civil, environmental and geotechnical engineering and construction management firm, is SBA's New England Regional **"2004 Small Business Prime Contractor of the Year."** Nobis' success can be attributed to its founder, Nannu Nobis, and his utilization of SBA programs including the 8(a) government contracting program and the SBA finance programs, 7(A) and 504. Nobis has a 10-year relationship with the U.S. Army Corps of Engineers, New England Division and has been awarded over 40 contracts, some as large as \$10,000,000.

David "Andy" Bangs, Jr., of Portsmouth, was named the SBA's **"2004 Women in Business Advocate of the Year."** Bangs has been a long time proponent of assisting women, either in business or looking to grow their business, and recognizes the challenges that they face. Previously, Bangs owned and operated a very successful publishing company and authored a popular line of business guides and a newsletter called "Common Sense." An advocate for all small businesses, Bangs says, "A small business is one where you can bring your dog to work."

Carol-Lynn Saliba, Senior Vice President, Director of Retail Banking, of Citizens Bank, was named the SBA's **"2004 Financial Services Advocate of the Year."** Saliba joined Citizens in 2000 and has since overseen the tremendous growth of Citizens Bank's financing to NH small business. Citizens Bank for the last six years has been the top SBA lender in the state of NH. Saliba's training and support programs have played a major role in this achievement. Saliba resides in Bedford.

Edith Tucker, a reporter and photographer for the Coos County Democrat in Lancaster, was named SBA's **"2004 Small**

Business Journalist of the Year." Tucker has been employed by the Democrat since 1996, covering a wide range of issues facing NH's North Country. Tucker is also recognized as the "Voice of the North Country" for the Journalist Roundtable on NH Outlook, a program on NH Public Television. She is a resident of Randolph.

Harold Moldoff, a long time volunteer with SCORE, Counselors to America's Small Business, the Seacoast Chapter in Portsmouth, was named SBA's **"2004 SCORE Counselor of the Year."** Moldoff, a former successful business man himself, has been an active and extremely dedicated member of SCORE for 14 years. Moldoff also serves as the marketing coordinator for eight SCORE chapters in NH and VT in addition to volunteering as a specialist in Consumer Affairs with the NH Bureau of Consumer Protection. He is a resident of Rye Beach.

The SBA has also named a "2004 Special District Advocate" of the Year:

Monadnock Economic Development Corporation of Keene, is a private, not-for-profit regional development organization dedicated to assisting businesses in the southwestern corner of the state. With a vast array of programs and resources, Monadnock is a major contributor to the economic vitality of Cheshire County. They have assisted in regional development projects totaling more than \$105,000,000.

The SBA also presented for the first time the "2004 NH District Director's CHOICE Award":

Gary Hirshberg, President and CEO of Stonyfield Farm, Inc., Londonderry, epitomizes the definition of a successful small business person. Hirshberg began his business in 1983, starting with a few cows and a good yogurt recipe. Today Stonyfield's wide variety of products can be found all across the United States. At the beginning of his journey he was assisted by SBA with financing in the form of a SBA guaranteed loan. He is recognized, with this award, not only for his own personal success, but also for the conscientiousness with which he operates his business and his commitment to the environment.

The SBA additionally recognized three individuals with "Appreciation Awards."

John D. Crosier, President of Business and Industry Association of NH (BIA) will be retiring. Crosier joined the BIA as President in 1988. Presently he serves on a number of boards and committees including: the Executive Committee of the Whittemore School of Business and Economics at UNH, the Board of the NH Center for Public Policy Studies and a member of the Advisory Committee of the Partnership for Technology and Management Training at UNH. SBA would like to recognize him for his contributions to the NH business community and wishes to thank him for the support and friendship he has shown to SBA over the years.

George Bald, Commissioner, Department of Resources and Economic Development (DRED), State of NH, will be leaving DRED and accepting a position as the Executive Director of the Pease Development Authority. SBA would like to acknowledge his efforts in guiding his department's promotion of a positive atmosphere for businesses in NH. SBA also thanks him for his commitment to creating a working partnership between DRED, a state agency, and SBA, a federal agency.

Robert Ebberson, former regional manager of the Manchester office of the NH Small Business Development Center, left the organization after many years of dedicated service. SBA and the Small Business Development Center would like to acknowledge

him and thank him for the many hours of counseling and guidance that he provided to a large number of small business clients in southern NH.



Rear: l-r: Jeff Butland, Regional Administrator; John Crosier, Harold Moldoff, Cindy Rodenhauser (Monadnock Economic Development Corp.); Todd Catania (Fantasy Entertainment); Gary Hirshberg; Nannu Nobis
Front: l-r: Andy Bangs; Carol-Lynn Saliba; N. Miles Cook, III; George Bald, Edith Tucker; Bob Ebberson, Bill Phillips, NH District Director

Goodbye to a friend and leader

Tribute to Jeffrey H. Butland, SBA Regional Administrator

It is with great sadness that we pay tribute to Jeffrey H. Butland, SBA Regional Administrator, who died August 1, 2004, at the age of 53.

Jeff Butland was an individual who dedicated himself to the small business community and to SBA. He was a loving husband and father, and a very good friend to many. We at SBA were privileged to work with him, one of the most unique and genuine human beings we have ever met. He was a team player who had tremendous respect for New England's small business entrepreneurs.

Jeff cared deeply about because it was his job, the American way of America's prosperity and hard work. He country's success and vibrant small In fact, he devoted beyond the scope of responsibilities to Jeff would not think from one end of New just to meet a small discuss how he and assistance.

He was appointed SBA Administrator in leaving his position as L.L. Bean in Freeport, distinguished by his the Maine House of 1992 and Maine State He also served as Senate in 1995 -1996.



small businesses, not but because he loved life. He knew was built on a vision believed that our depends on a strong business community. many working hours ordinary accomplish this goal. twice about driving England to the other, business owner and SBA could be of

New England Regional January, 2002, after operational analyst for Maine. Jeff was service as a member of Representatives 1988 - Senate 1992 - 1998. President of the Maine

He earned a Bachelor's Degree in Political Science from Bates College in Lewiston, Maine, in 1973. Between his junior and senior years at Bates, he interrupted his studies and served on active duty in the U.S. Marine Corps for four years. He retired from military service in 1994 with the rank of major, after serving for 21 years on active and reserve duty.

Jeff was a valued member of the SBA team and a passionate advocate for the principles and people he believed in. The SBA family and all New England mourn his loss, and yet we are inspired by his life and grateful to have known him.